



# **JABATAN KASTAM DIRAJA MALAYSIA**

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## **USER MANUAL**

MALAYSIAN TOURISM TAX (MyTTx)

REGISTRATION MODULE

Application Registration

by

Operator


VERSION 2.0

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## 1. Login License Account

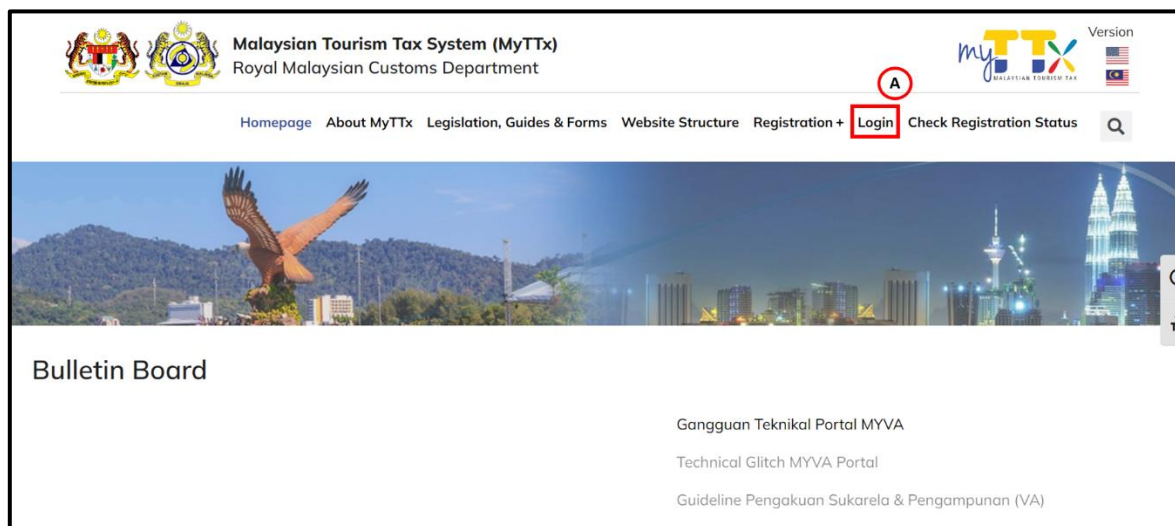


Figure 1 MyTTx portals

1. Go to <https://myttx.customs.gov.my/> and display MyTTx portal (Refer Figure 1).
2. Click **Login** (A) menu (Refer Figure 1).
3. System will display Login page (Refer Figure 2).

### 1.1 Operator / PPPD: Login Account after License Approve

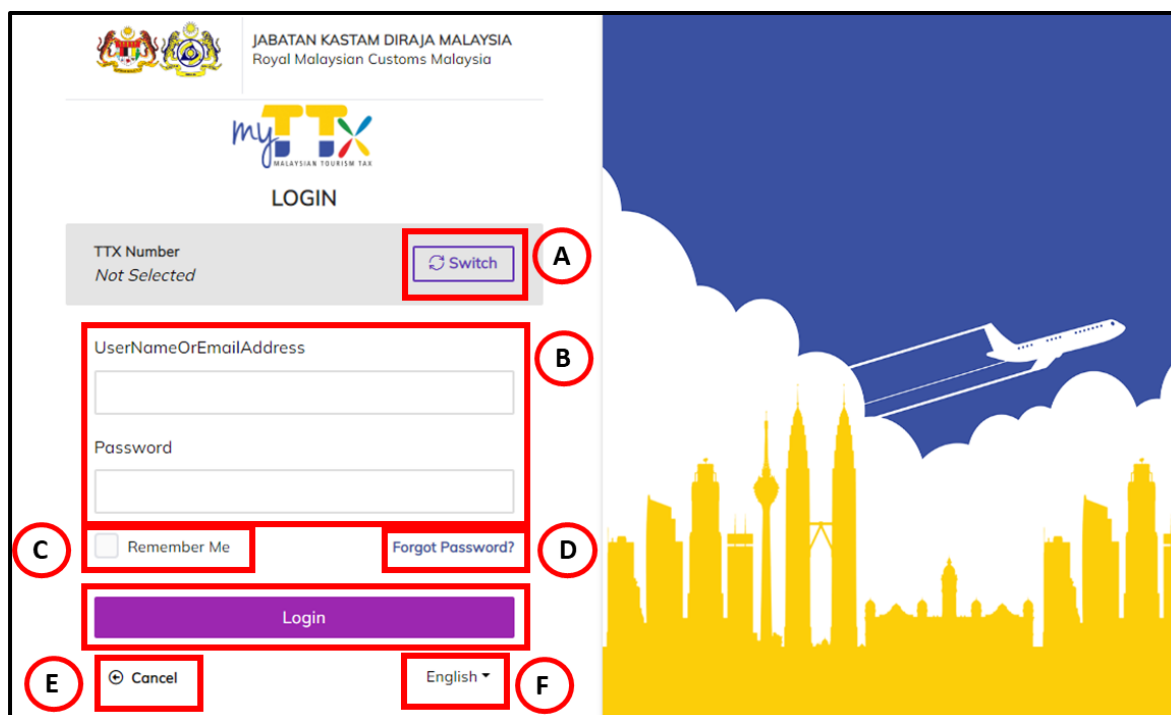



Figure 2 MyTTx login page

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1. Click **Switch** button (A) (Refer Figure 2).
2. System will display field to insert **License No.** (Refer Figure 3).

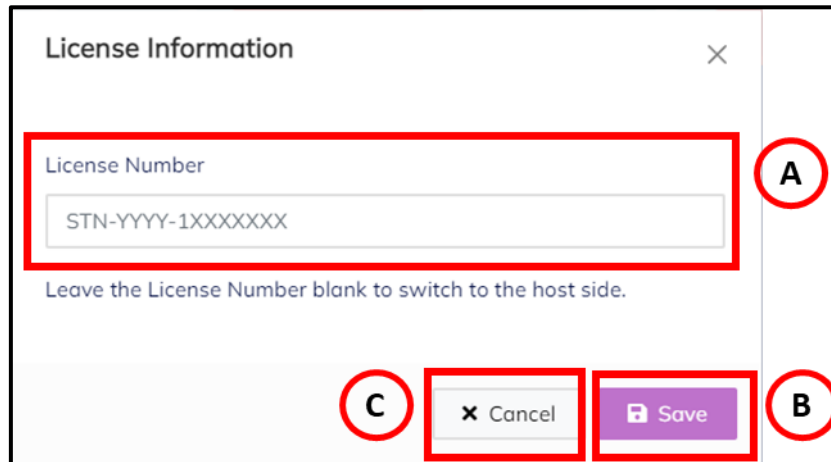



Figure 3 License Information Popup

3. Input License No. in **License Number** field (A) (Refer Figure 3).  
Note: Format License No (STN-YYYY-1XXXXXXX).
4. Click **Save** (B) button to save the License No. (Refer Figure 3).
5. Click Cancel (C) button to close the License Information modal (Refer Figure 8).
6. System will back to **Login Page** (Refer Figure 2).
7. Input username or email address and password in **UserNameOrEmailAddress and Password** (B) field to login (Refer Figure 2).
8. Tick checkbox for **Remember Me** (C) to allow system to remember username and password (Refer Figure 2).
9. Click **Forgot Password** (D) to input email for reset password (Refer Figure 2).
10. Click **Cancel** (E) button to back on MyTTx Portals (Refer Figure 2).
11. Click **English** (F) dropdown to change language to Bahasa Melayu (Refer Figure 2).

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## 2. Tourism Tax – License Profile Maintenance

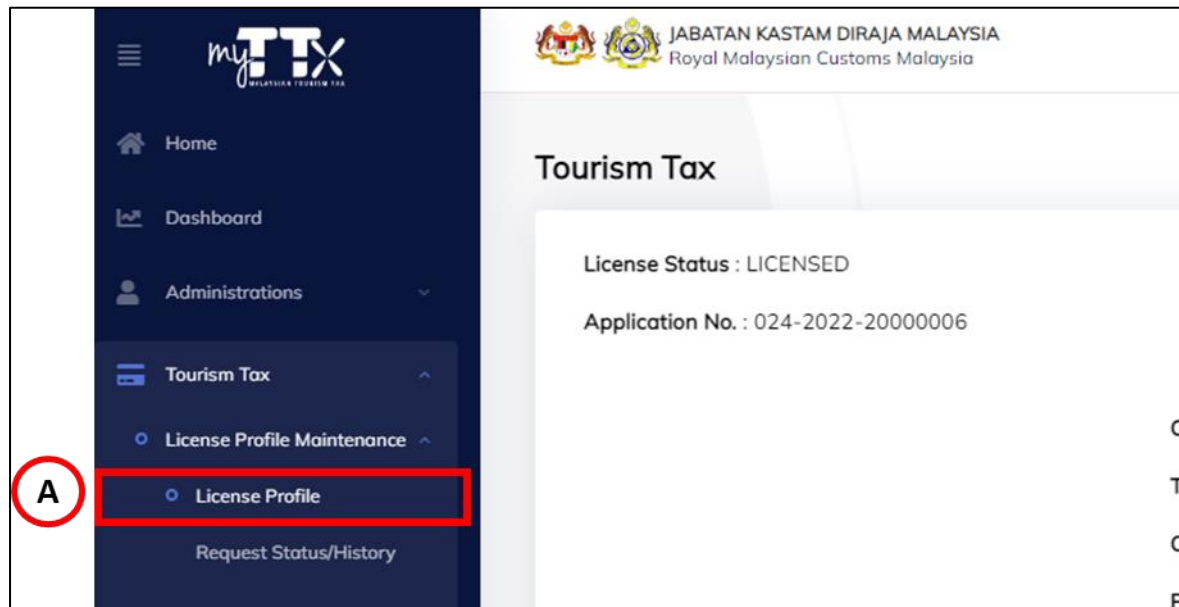


Figure 4 License Profile Menu (TTx-01)

1. Go to **Tourism Tax > License Profile Maintenance > License Profile** (A) to show License Profile Maintenance View (Refer Figure 4)

### 2.1 Operator – License Profile Maintenance View

Tourism Tax

License Status : LICENSED

Application No. :

TTx No. :

Control Station

: KULIM

Taxable Period

: Every 3 Month

Commence Date

: 01/10/2022

Previous Credit Balance

: 0.00

Request Cancel License

Details Of Business

Type Of Business

: Association

GST Registration No.

: -

SST Registration No.

: -

Business Registration No./Identity Card No.

MOTAC Registration No.

: -

Local Authority License No.

: -

Name of Business

Trading Name

Business Address

A



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<b>Correspondence Address*</b>		<b>B</b>
<input type="text"/>		
<input type="text"/>		
Street Address 3		
<input type="text" value="09810"/>	<input type="button" value="Q"/>	<input type="text" value="SERDANG"/>
<input type="text" value="SELANGOR"/>		
<input type="text" value="Malaysia"/>		
Telephone No.*	<input type="text" value="+60 - Malaysia"/>	
Fax No.	<input type="text" value="+60 - Malaysia"/>	
Contact Person*	<input type="text"/>	
<b>Details Of Accommodation Premises</b>		
Accommodation Type*	<input type="text" value="HOTEL"/>	<b>C</b>
Rating*	<input type="text" value="5 STAR / RM 10.00"/>	
Number of Room*	<input type="text"/>	<b>D</b>
Financial Year End*	<input type="text" value="December"/>	<b>E</b>
Date Begin Operation*	<input type="text" value="01/01/2016"/>	
<b>Applicant Details</b>		
Name of Applicant	<input type="text"/>	<b>F</b>
Identity Card No. / Passport No.	<input type="text"/>	
Nationality*	<input type="text" value="Malaysia"/>	
Email Address	<input type="text"/>	<b>G</b>
Telephone No.*	<input type="text" value="+60 - Malaysia"/>	
Office Telephone No.*	<input type="text" value="+60 - Malaysia"/>	
Supporting Document	<a href="#">DailyCJPCollectionTransactionReceiptReportR5_02022090120220901.pdf</a>	<b>H</b>
<input type="button" value="Update"/>		<b>I</b>

Figure 5 License Profile Maintenance View (TTx-01)

1. System will auto populate all data for applicant view their license Profile (Refer Figure 5).
2. For (A), (C), (E), (F) **section**; applicant only can view their data (Refer Figure 5).
3. For (B), (D), (G) **section**; applicant only can edit their data (Refer Figure 5).
4. Click **Supporting Document** (H) to view supporting document (Refer Figure 5).
5. Click **Update** (I) button to update the License Profile (Refer Figure 5).

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### 2.1.1 Operator – License Profile Maintenance – Cancel License




Figure 6 License Profile Maintenance [Request Cancel License] (TTx-01)

1. Click **Request Cancel License** (A) button to cancel application license (Refer Figure 6).
2. System will display to Request Cancel License popup (Refer Figure 7).





Figure 7 Request Cancel License (TTx-01)

3. Insert Supporting Details in **Supporting Details** (A) field (Refer Figure 7)  
Note:
  - a. Format Document: PDF, JPG, JPEG, PNG
  - b. Maximum: 2MB
  - c. Mandatory field
4. Input Remark in Remark (B) field (Refer Figure 7).  
Note: Mandatory field
5. Click **Cancel** (C) button to cancel the request (Refer Figure 7).
6. Click on **Submit** button (D) to submit the request (Refer Figure 7).
7. System will display Confirmation to cancel license (Refer Figure 8).



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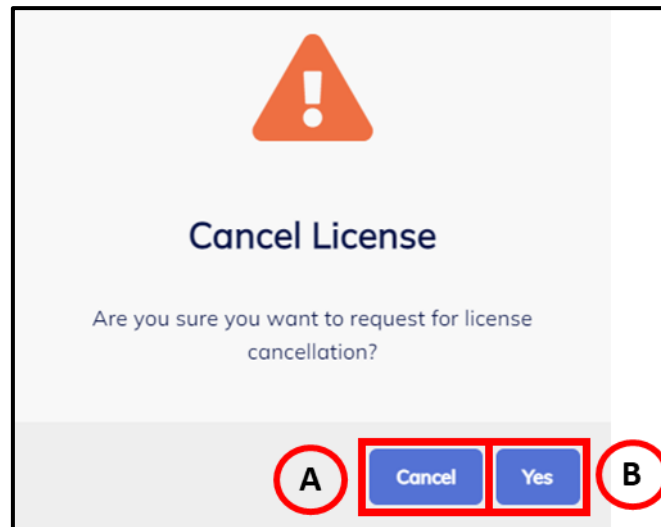


Figure 8 Confirmation Request Cancel License (TTx-01)

8. Click **Cancel** (A) button to cancel confirmation cancel license (Refer Figure 8).
9. System will back to request cancel license page (Refer Figure 7).
10. Click **Yes** (B) button to submit request for license cancellation (Refer Figure 8).
11. System will display successful request to cancel license (Refer Figure 9)

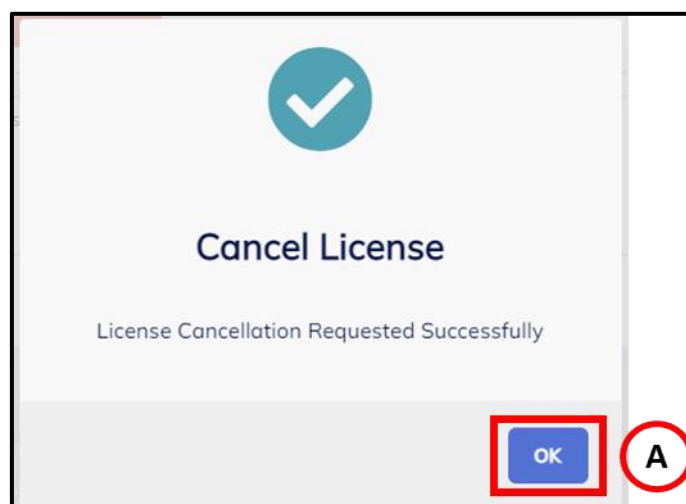




Figure 9 Successfully Request Cancel License (TTx-01)

12. Click **OK** (A) button (Refer Figure 8).
13. System will directly go to License Profile Maintenance (Refer Figure 8).  
Note: Status will change to Pending Approval Request Cancel

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## 2.1.2 Operator – License Profile Maintenance – Withdraw Cancel License



License Status : LICENSED

Application No. : [REDACTED]

Control Station : IBU PEJABAT

Taxable Period : Every 3 Month

Commence Date : 01/10/2022

Previous Credit Balance : 0.00

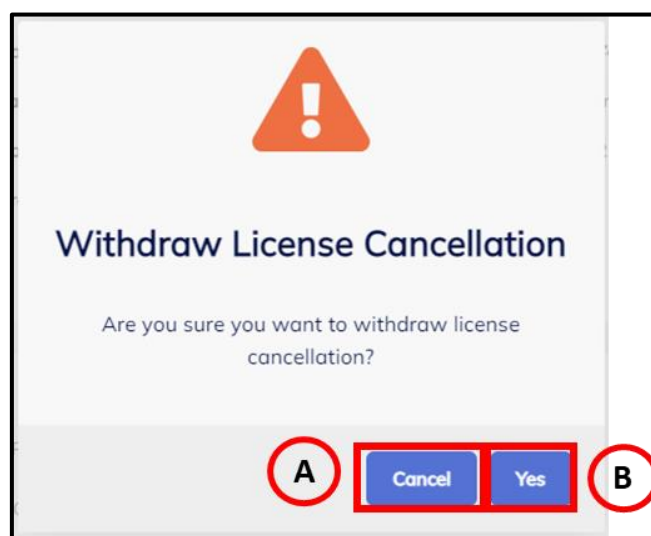
Request Cancel License Status : PENDING APPROVAL REQUEST CANCEL (A)

TTx No. : [REDACTED]

Withdraw Cancel License (B)

Figure 10 License Profile Maintenance [Withdraw Cancel License] (TTx-01)

1. Applicant can withdraw cancel license during **Request Cancel License Status** (A) is Pending Approval Request Cancel (Refer Figure 10).
2. Click **Withdraw Cancel License** (B) button to withdraw application license (Refer Figure 10).
3. System will display Confirmation to withdraw cancel license (Refer Figure 11).



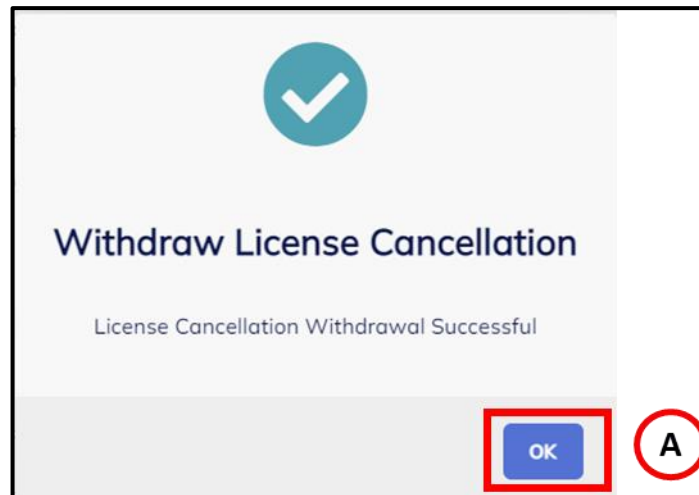
**Withdraw License Cancellation**

Are you sure you want to withdraw license cancellation?

(A) Cancel (B) Yes

Figure 11 Confirmation Withdraw Cancel License (TTx-01)

4. Click **Cancel** (A) button to cancel confirmation withdraw cancellation license (Refer Figure 11).
5. System will back to License Profile Maintenance page (Refer Figure 10).
6. Click **Yes** (B) button to submit withdraw license cancellation (Refer Figure 11).
7. System will display successful withdraw cancel license (Refer Figure 12).



*Figure 12 Successfully Request Cancel License (TTx-01)*

8. Click **OK** (A) button (Refer Figure 8).
9. System will directly go to License Profile Maintenance (Refer Figure 8).  
Note: Status will change to Withdraw

### 3. Tourism Tax – License Profile Maintenance – Request Status/History

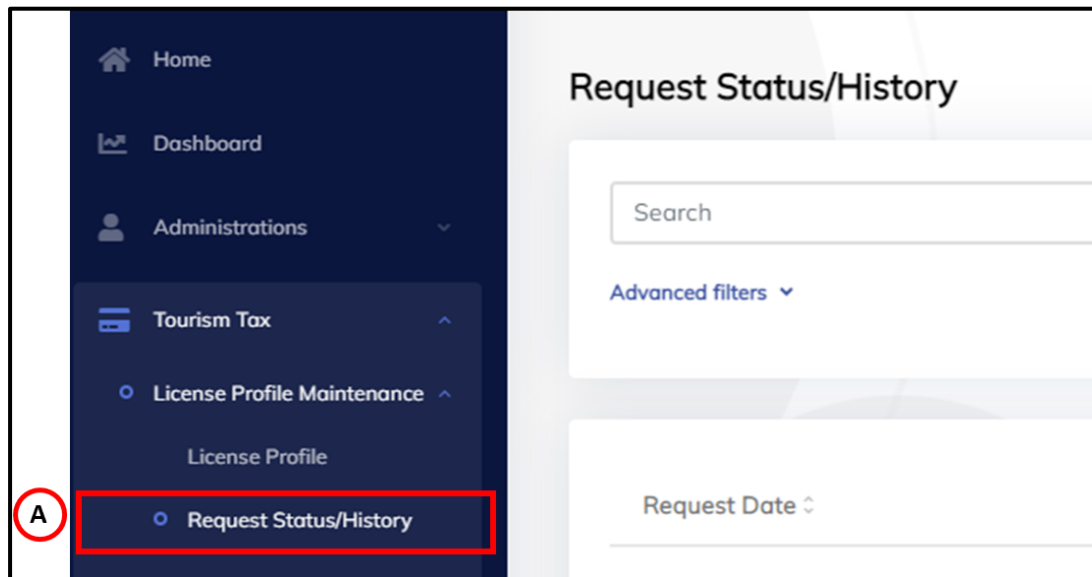


Figure 13 Request Status/History Menu (TTx-01)

1. Go to **Tourism Tax > License Profile Maintenance > Request Status/History** (A) to show Request Status/History page (Refer Figure 13).

#### 3.1 Operator – Inquiry Request Status/History

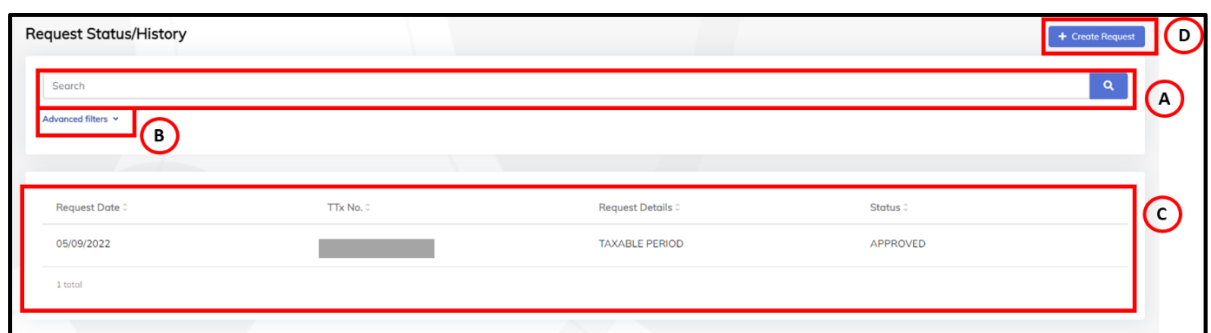



Figure 14 Request Status/History Page


2. Input data and click on **Search** (A) icon to search for request status/history data (Refer Figure 14).
3. Click on **Advanced filter** (B) (Refer Figure 14).
4. System will display Request Status and Receipt Date field (Refer Figure 15).
5. All data will show on table (C) (Refer Figure 14).
6. Click **Create Request** (D) to create request (Refer Figure 14)

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7. System will display Create New Request page (Refer Figure 24)

Figure 15 Advance Filter

8. **Request Status** (A) dropdown will show list of request status (Refer Figure 15).
9. **Receipt Date** (B) date range will show on advance filter (Refer Figure 15).
10. Click on **Clear** (A) button (Refer Figure 15).
11. System will clear all fields.
12. Click on **Search** (B) button (Refer Figure 15).
13. System will display result based on data input.

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### 3.2 Operator – Create New Request



Figure 16 Create New Request Page

1. Choose **Type of Request** (A)dropdown (Refer Figure 16).  
Note: Mandatory field

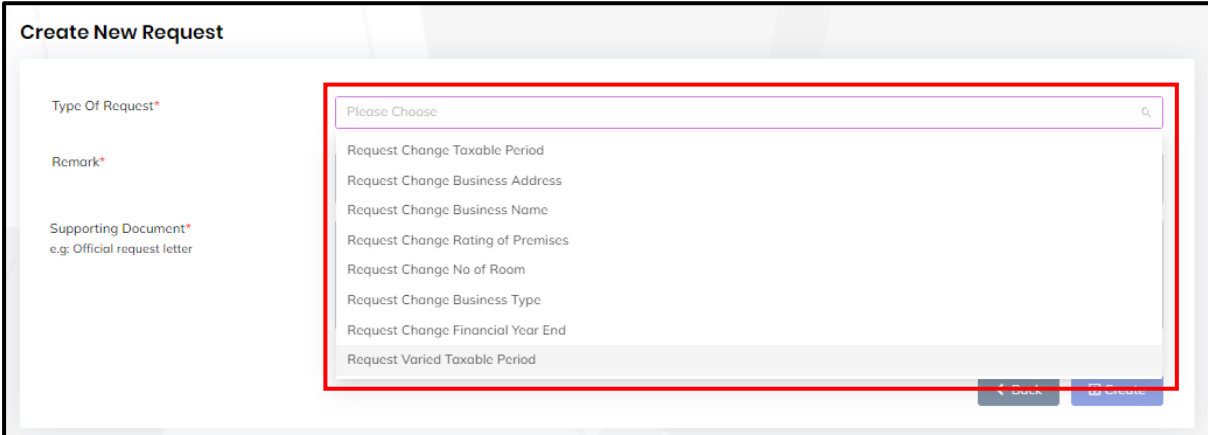


Figure 17 List Type of Request

2. System will show list of requests that operator can request (Refer Figure 17).
3. Input Remarks in Remarks (C) field (Refer Figure 16).  
Note: Mandatory field
4. Insert Supporting Details in **Supporting Details** (C) field (Refer Figure 16)  
Note:
  - d. Format Document: PDF, JPG, JPEG, PNG
  - e. Maximum: 2MB
  - f. Mandatory field
5. Click **Back** (D) button to back on Request Status/History Page (Refer Figure 16).
6. System will display Request Status/History Page (Refer Figure 13).
7. Click **Create** (E) button to Submit New Request (Refer Figure 16).
8. System will display successful message (Refer Figure 18).



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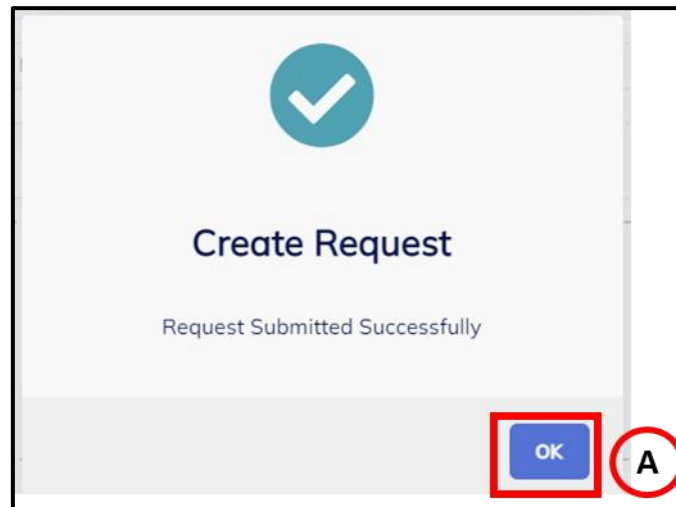



Figure 18 Successfully Create Request

9. Click **OK** (A) button (Refer Figure 18).
10. System will directly go to List Request (Refer Figure 1)

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#### 4. Tourism Tax – Approval for Request Change Details – Email


1. After officer Jabatan Kastam Diraja Malaysia (JKDM) approved applicant request to change details, applicant will get email of approval change details.



##### 4.1 Email – Application for Change of Operator Details (TTx-01)



Figure 19 Approval Request Change Email (TTx-01)



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	<b>JABATAN KASTAM DIRAJA MALAYSIA</b> PUSAT PEMROSESAN CUKAI PERLANCONGAN ARAS 1, BLOK A, KOMPLEKS KASTAM WPKL, JALAN SS 6/3, KELANA JAYA 47301 PETALING JAYA, SELANGOR Telefon : +603 7884 0800 / 1-300-888-500 Faksimile : +603 7880 1808 Laman Web : www.myttx.customs.gov.my Emel : ccc@customs.gov.my	
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<div style="border: 1px solid black; border-radius: 50%; width: 30px; height: 30px; text-align: center; line-height: 30px; margin: 5px;">A</div> <div style="background-color: #cccccc; width: 150px; height: 15px; margin: 5px;"></div> <div style="border: 1px solid black; border-radius: 50%; width: 30px; height: 30px; text-align: center; line-height: 30px; margin: 5px;">B</div> <div style="background-color: #cccccc; width: 150px; height: 15px; margin: 5px;"></div> <div style="border: 1px solid black; border-radius: 50%; width: 30px; height: 30px; text-align: center; line-height: 30px; margin: 5px;">C</div> <div style="background-color: #cccccc; width: 150px; height: 15px; margin: 5px;"></div>	Ruj Kami : <div style="background-color: #cccccc; width: 100px; height: 15px; display: inline-block;"></div> Tarikh : 05/09/2022 No. TTx : <div style="background-color: #cccccc; width: 100px; height: 15px; display: inline-block;"></div> Stesen : KULIM
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Tuan,

**PERMOHONAN PINDAAN MAKLUMAT PENDAFTARAN/ PERUBAHAN BUTIR-BUTIR  
PENGENDALI CUKAI PERLANCONGAN**

2. Dimaklumkan bahawa permohonan pindaan maklumat pendaftaran / perubahan butir-butir pengendali adalah **DILULUSKAN** seperti berikut:

- Tempoh Bercukai : Setiap 1 bulan

3. Pindaan ini adalah selaras dengan Peraturan 5, Peraturan-Peraturan Cukai Pelancongan 2017.

Sekian, terima kasih.

**"BERKHIDMAT UNTUK NEGARA"**

**Ketua Pengarah Kastam Jabatan  
Kastam Diraja Malaysia**

Figure 20 Approval Request Change Letter (TTx-01)

2. Data (A) show company name (Refer Figure 20)
3. Data (B) show trading name (Refer Figure 20)
4. Data (C) show business address (Refer Figure 20)